

Job Description
Missouri State Highway Patrol

Class Title: Clerk IV - Troop

Title Code: V0008

Effective Date:

Date Reviewed: 04/18/00

Date Revised: 7/18/05

Immediate Supervisor: Troop Lieutenant and/or Captain

Position Supervised: Four or more office support staff

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the Troop Lieutenant &/or Captain; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

An employee in this position provides administrative and secretarial support. Maintains a close and highly responsive relationship to the day-to-day activities of the supervisor and staff. Work includes varied clerical and secretarial duties requiring knowledge of office routine and an understanding of departmental procedures. Duties also include supervising a small number of clerical workers. The employee is expected to exercise judgment and initiative in the performance of assigned duties; however, general supervision is provided by the troop commander.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.)

Supervises other clerical employees by providing technical guidance.

Provides administrative and secretarial support for the troop; recognizes the troop captain's and troop lieutenant's priorities; schedules meetings and appointments for supervisor; makes arrangements for conferences and meetings and assembles established background materials.

Screens telephone calls, visitors, and incoming correspondence; answers all complaint calls, calls on regulations, and calls on troop compliance. Opens and distributes mail to proper sources.

Composes or drafts correspondence involving troop correspondence, reports, and forms; reviews all troop correspondence for typographical accuracy, proper format, internal consistency, and conformance with appropriate procedures.

Collects information from files or staff for routing inquiries or periodic reports; refers nonroutine requests to supervisor or staff.

Informs troop personnel on all changes as they pertain to the troop personnel; tracks internal reports applicable to the troop and forwards information to General Headquarters and/or Professional Standards Division.

Identifies and resolves various problems that affect the orderly flow of work of the troop; determines when new procedures are needed for changing situations and devising and implementing alternatives.

Develops and maintains internal reports and other division files; compiles records and reports as necessary; enters and reconciles timekeeping records and runs appropriate reports.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of business English, spelling, and arithmetic.

Considerable knowledge of modern office practices, procedures, and equipment.

Considerable knowledge of the methods and equipment used in data entry for computer utilization.

Considerable knowledge of the application and interpretation of departmental policies and procedures.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to learn assigned clerical tasks within a reasonable time, to adhere to prescribed routines, and to develop some skill in the operation of office appliances.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to maintain complex clerical records and files.

Ability to make decisions in accordance with laws, policies, and regulations and apply these to work problems.

Ability to establish and maintain effective working relations with others.

Ability to prepare reports from varied statistical information.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

Possess at least two years experience as a Clerk Typist III or Stenographer III with at least five years clerical experience with the Patrol; or possess at least seven years experience as a Secretary, Office Manager, or responsible clerical work outside the Patrol.